

**AMENDMENTS TO THE CLAIMS:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (previously presented) A method of generating a process plan comprising:
  - i) storing at least one generic process plan,
  - ii) storing at least one non-generic process element containing a predetermined pattern,
  - iii) searching said at least one generic process plan for the predetermined pattern contained by at least one non-generic process element,
  - iv) on detection of the predetermined pattern, inserting content from said at least one non-generic process element into the generic process plan to newly generate a process plan so that the newly generated process plan contains process instructions that are non-identical than that of the generic process plan, and
  - v) outputting the newly generated process plan.
2. (original) A method according to claim 1 further comprising the steps of receiving for storage at least one generic process plan and receiving for storage at least one non-generic process element.

3. (previously presented) A method according to claim 1 wherein each stored generic process plan is indexed in accordance with a goal to be achieved by the plan and the method further comprises:

- vi) receiving a goal input, and
- vii) selecting a generic process plan for searching, said selection being in accordance with the received goal input.

4. (previously presented) A method according to claim 1 wherein at least one non-generic process element comprises resource information, identifying one or more resources to support a process step in a generated process plan.

5. (original) A method according to claim 4 wherein each stored non-generic process element comprising resource information is indexed in accordance with one or more relevant resources.

6. (previously presented) A method according to claim 1 wherein at least one inserted process element comprises data.

7. (previously presented) A method according to claim 1 wherein at least one non-generic process element comprises context specific method steps or data and is indexed for storage according to the relevant context.

8. (original) A method according to claim 7 wherein the context for at least one non-generic process element is service type.

9. (previously presented) A method according to claim 7 wherein the context for at least one non-generic process element is customer type.

10. (previously presented) Apparatus for use in generating a process plan, the apparatus comprising:

- i) a generic process plan store,
- ii) a non-generic process element store,
- iii) means for searching at least one process plan for at least one predetermined pattern contained in a non-generic process element,
- iv) means for inserting content from said at least one non-generic process element into the generic process plan on detection of the predetermined pattern so as to newly generate a process plan so that the newly generated process plan contains process instructions that are non-identical than that of the generic process plan, and
- v) an output for newly generated process plans.

11. (previously presented) An apparatus according to claim 10 further comprising means for receiving for storage at least one generic process plan and receiving for storage at least one non-generic process element.

12. (previously presented) An apparatus according to claim 10 wherein each stored generic process plan is indexed in accordance with a goal to be achieved by the plan and the apparatus further comprises:

- vi) means for receiving a goal input, and
- vii) means for selecting a generic process plan for searching, said selection being in accordance with the received goal input.

13. (previously presented) An apparatus according to claim 10 wherein at least one non-generic process element comprises resource information, identifying one or more resources to support a process step in a generated process plan.

14. (previously presented) An apparatus according to claim 13 wherein each stored non-generic process element comprising resource information is indexed in accordance with one or more relevant resources.

15. (previously presented) An apparatus according to claim 10 wherein at least one inserted process element comprises data.

16. (previously presented) An apparatus according to claim 10 wherein at least one non-generic process element comprises context specific method steps or data and is indexed for storage according to the relevant context.

17. (previously presented) An apparatus according to claim 16 wherein the context for at least one non-generic process element is service type.

18. (previously presented) An apparatus according to claim 16 wherein the context for at least one non-generic process element is customer type.

19. (previously presented) An apparatus as in claim 10 wherein the content introduces new process steps with respect to the generic process plan.

20. (previously presented) An apparatus as in claim 10 wherein the content advises existing process steps of the generic process plan.

21. (previously presented) A method as in claim 1 wherein the content introduces new process steps with respect to the generic process plan.

22. (previously presented) A method as in claim 1 wherein the content advises existing process steps of the generic process plan.